Enterprise Incident Report January 2013

As of **2/1/2013**

Transportation

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Transportation	Application Server Support Team	Doug Law	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Danielle Hood	0 0	13 1	0 0	13 1
		Dustin Crump	0 0	13 0	1 1	14 1
		Martin Gonzalez	0 0	10 10	1 1	11 11
		Assigned to Individual Total	0 0	36 11	2 2	38 13
	Campus Networking	Tim King	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Bobette Phillips	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	3 3	0 0	3 3

Transportation

			High	Low	Medium	FCR Total
Transportation	Help Desk	Eileen Dubach	0 0	6 6	0 0	6 6
		James Stearns	0 0	6 6	0 0	6 6
		Julie VanBeekum	0 0	8 8	0 0	8 8
		Vicky Marrelli	0 0	11 9	0 0	11 9
		Assigned to Individual Total	0 0	34 32	0 0	34 32
	Metro B Desktop Support	Austin Farey	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Help Desk	Joel Wood	1 1	16 16	0 0	17 17
		Karen Gross	2 2	80 74	0 0	82 76
		Reed Stohel	0 0	1 0	0 0	1 0
		Assigned to Individual Total	3 3	97 90	0 0	100 93
	Metro C Hosting	Adam Sorensen	0 0	3 1	0 0	3 1
		Brian Winn	0 0	1 0	2 2	3 2
		Jason Wihongi	0 0	3 0	0 0	3 0

Transportation

			High	Low	Medium	FCR Total
Transportation	Metro C Hosting	Rondal Fields	0 0	13 0	0 0	13 0
		Assigned to Individual Total	0 0	20 1	2 2	22 3
	Metro C West Desktop Support	Hal Wold	0 0	14 1	0 0	14 1
		Jeff Bench	0 0	32 26	0 0	32 26
		Mike Larsen	0 0	41 35	0 0	41 35
		Shane Squire	0 0	23 5	2 0	25 5
		Shellie Ramsay	0 0	11 5	0 0	11 5
		Assigned to Individual Total	0 0	121 72	2 0	123 72
	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0
		Randy Graham	0 0	60 60	0 0	60 60
		Richard Packer	0 0	6 4	0 0	6 4
		Todd Hardy	0 0	8 8	1 1	9 9
		Assigned to Individual Total	0 0	75 72	1 1	76 73
	Rural North Desktop Support	Lori Hartzell	0 0	1 0	0 0	1 0

Transportation

			High	Low	Medium	FCR Total
Transportation	Rural North Desktop Support	Robert Stock	0 0	14 9	0 0	14 9
		Assigned to Individual Total	0 0	15 9	0 0	15 9
	Rural South Desktop Support	Dan Anthony	0 0	2 2	0 0	2 2
		Doug Thornton	0 0	2 1	0 0	2 1
		Joel Finlinson	0 0	72 71	1 1	73 72
		Lance Nay	0 0	2 2	0 0	2 2
		Silas Aitchison	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	81 77	1 1	82 78
	Strategic Communications	Luis Larios	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Technical Lead/Project Manager	Danielle Hood	0 0	1 1	0 0	1 1
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	6 5	0 0	6 5

Transportation

			High	Low	Medium	FCR Total
Transportation	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		James Gifford	0 0	1 0	0 0	1 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	6 2	0 0	6 2
	Voice/Data/WAN Services	Spencer Blodgett	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Assigned Group Total		3 3	498 371	9 6	510 380
Customer Company Total			3 3	498 371	9 6	510 380

Transportation

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
Transportation	Application Server Support Team	Doug Law	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Danielle Hood	0 0	13 5	0 0	13 5
		Dustin Crump	0 0	13 8	1 1	14 9
		Martin Gonzalez	0 0	10 8	1 1	11 9
		Assigned to Individual Total	0 0	36 21	2 2	38 23
	Campus Networking	Tim King	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Enterprise Security	Bobette Phillips	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0

Transportation

			High	Low	Medium	MIR Total
Transportation	Help Desk	Eileen Dubach	0 / 0	6 / 1	0 / 0	6 / 1
		James Stearns	0 / 0	6 / 1	0 / 0	6 / 1
		Julie VanBeekum	0 / 0	8 / 0	0 / 0	8 / 0
		Vicky Marrelli	0 / 0	11 / 4	0 / 0	11 / 4
		Assigned to Individual Total	0 / 0	34 / 6	0 / 0	34 / 6
	Metro B Desktop Support	Austin Farey	0 / 0	2 / 2	0 / 0	2 / 2
		Assigned to Individual Total	0 / 0	2 / 2	0 / 0	2 / 2
	Metro C Help Desk	Joel Wood	1 / 0	16 / 0	0 / 0	17 / 0
		Karen Gross	2 / 0	80 / 1	0 / 0	82 / 1
		Reed Stohel	0 / 0	1 / 0	0 / 0	1 / 0
		Assigned to Individual Total	3 / 0	97 / 1	0 / 0	100 / 1
	Metro C Hosting	Adam Sorensen	0 / 0	3 / 0	0 / 0	3 / 0
		Brian Winn	0 / 0	1 / 1	2 / 0	3 / 1
		Jason Wihongi	0 / 0	3 / 0	0 / 0	3 / 0

Transportation

			High	Low	Medium	MIR Total
Transportation	Metro C Hosting	Rondal Fields	0 0	13 2	0 0	13 2
		Assigned to Individual Total	0 0	20 3	2 0	22 3
	Metro C West Desktop Support	Hal Wold	0 0	14 0	0 0	14 0
		Jeff Bench	0 0	32 1	0 0	32 1
		Mike Larsen	0 0	41 0	0 0	41 0
		Shane Squire	0 0	23 0	2 0	25 0
		Shellie Ramsay	0 0	11 0	0 0	11 0
		Assigned to Individual Total	0 0	121 1	2 0	123 1
	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0
		Randy Graham	0 0	60 0	0 0	60 0
		Richard Packer	0 0	6 0	0 0	6 0
		Todd Hardy	0 0	8 0	1 0	9 0
		Assigned to Individual Total	0 0	75 0	1 0	76 0
	Rural North Desktop Support	Lori Hartzell	0 0	1 0	0 0	1 0

Transportation

			High	Low	Medium	MIR Total
Transportation	Rural North Desktop Support	Robert Stock	0 0	14 3	0 0	14 3
		Assigned to Individual Total	0 0	15 3	0 0	15 3
	Rural South Desktop Support	Dan Anthony	0 0	2 0	0 0	2 0
		Doug Thornton	0 0	2 1	0 0	2 1
		Joel Finlinson	0 0	72 0	1 0	73 0
		Lance Nay	0 0	2 0	0 0	2 0
		Silas Aitchison	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	81 1	1 0	82 1
	Strategic Communications	Luis Larios	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Technical Lead/Project Manager	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	4 3	0 0	4 3
		Assigned to Individual Total	0 0	6 4	0 0	6 4

Transportation

			High	Low	Medium	MIR Total
Transportation	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		James Gifford	0 0	1 0	0 0	1 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Assigned Group Total		3 0	498 45	9 2	510 47
Customer Company Total			3 0	498 45	9 2	510 47

Transportation

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTIR Total
Transportation	Application Server Support Team	Doug Law	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	1 0.29	0 0.00	1 0.29
	Application Services	Danielle Hood	0 0.00	13 1.58	0 0.00	13 1.58
		Dustin Crump	0 0.00	13 28.04	1 27.15	14 27.98
		Martin Gonzalez	0 0.00	10 25.41	1 14.88	11 24.45
		Assigned to Individual Total	0 0.00	36 17.76	2 21.02	38 17.93
	Campus Networking	Tim King	0 0.00	1 6.36	0 0.00	1 6.36
		Assigned to Individual Total	0 0.00	1 6.36	0 0.00	1 6.36
	Enterprise Security	Bobette Phillips	0 0.00	1 9.82	0 0.00	1 9.82
		Assigned to Individual Total	0 0.00	1 9.82	0 0.00	1 9.82

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Transportation

			High	Low	Medium	ATTIR Total
Transportation	Help Desk	Brenda Treadway	0 0.00	3 0.00	0 0.00	3 0.00
		Eileen Dubach	0 0.00	6 0.23	0 0.00	6 0.23
		James Stearns	0 0.00	6 0.30	0 0.00	6 0.30
		Julie VanBeekum	0 0.00	8 0.01	0 0.00	8 0.01
		Vicky Marrelli	0 0.00	11 8.35	0 0.00	11 8.35
		Assigned to Individual Total	0 0.00	34 2.80	0 0.00	34 2.80
	Metro B Desktop Support	Austin Farey	0 0.00	2 15.72	0 0.00	2 15.72
		Assigned to Individual Total	0 0.00	2 15.72	0 0.00	2 15.72
	Metro C Help Desk	Joel Wood	1 0.00	16 0.00	0 0.00	17 0.00
		Karen Gross	2 0.00	80 0.16	0 0.00	82 0.15
		Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	3 0.00	97 0.13	0 0.00	100 0.12
	Metro C Hosting	Adam Sorensen	0 0.00	3 0.52	0 0.00	3 0.52
		Brian Winn	0 0.00	1 2.11	2 0.00	3 0.70

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Metro C Hosting	Jason Wihongi	0 0.00	3 0.52	0 0.00	3 0.52
		Rondal Fields	0 0.00	13 0.63	0 0.00	13 0.63
		Assigned to Individual Total	0 0.00	20 0.67	2 0.00	22 0.61
	Metro C West Desktop Support	Hal Wold	0 0.00	14 0.16	0 0.00	14 0.16
		Jeff Bench	0 0.00	32 0.08	0 0.00	32 0.08
		Mike Larsen	0 0.00	41 0.03	0 0.00	41 0.03
		Shane Squire	0 0.00	23 0.06	2 0.00	25 0.05
		Shellie Ramsay	0 0.00	11 0.13	0 0.00	11 0.13
		Assigned to Individual Total	0 0.00	121 0.07	2 0.00	123 0.07
	Rural Central Desktop Support	Jeremy Standifird	0 0.00	1 0.00	0 0.00	1 0.00
		Randy Graham	0 0.00	60 0.00	0 0.00	60 0.00
		Richard Packer	0 0.00	6 0.00	0 0.00	6 0.00
		Todd Hardy	0 0.00	8 0.11	1 0.71	9 0.17
		Assigned to Individual Total	0 0.00	75 0.01	1 0.71	76 0.02

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Rural North Desktop Support	Lori Hartzell	0 0.00	1 0.81	0 0.00	1 0.81
		Robert Stock	0 0.00	14 0.49	0 0.00	14 0.49
		Assigned to Individual Total	0 0.00	15 0.51	0 0.00	15 0.51
	Rural South Desktop Support	Dan Anthony	0 0.00	2 0.00	0 0.00	2 0.00
		Doug Thornton	0 0.00	2 0.91	0 0.00	2 0.91
		Joel Finlinson	0 0.00	72 0.00	1 0.00	73 0.00
		Lance Nay	0 0.00	2 0.00	0 0.00	2 0.00
		Silas Aitchison	0 0.00	3 0.25	0 0.00	3 0.25
		Assigned to Individual Total	0 0.00	81 0.03	1 0.00	82 0.03
	Strategic Communications	Luis Larios	0 0.00	2 0.79	0 0.00	2 0.79
		Assigned to Individual Total	0 0.00	2 0.79	0 0.00	2 0.79
	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 0.00	0 0.00	1 0.00
		Dustin Crump	0 0.00	1 19.01	0 0.00	1 19.01
		Martin Gonzalez	0 0.00	4 2.63	0 0.00	4 2.63

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Transportation

			High	Low	Medium	ATTIR Total
Transportation	Technical Lead/Project Manager	Assigned to Individual Total	0 0.00	6 4.92	0 0.00	6 4.92
	Voice Operations	Gail Christiansen	0 0.00	1 0.31	0 0.00	1 0.31
		James Gifford	0 0.00	1 0.06	0 0.00	1 0.06
		Leon Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	3 0.18	0 0.00	3 0.18
		Assigned to Individual Total	0 0.00	6 0.15	0 0.00	6 0.15
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Assigned Group Total		3 0.00	498 1.73	9 4.75	510 1.77
Customer Company Total			3 0.00	498 1.73	9 4.75	510 1.77

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Transportation

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution			
Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MR Total
Transportation	Application Server Support Team	Doug Law	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Danielle Hood	0 0	13 10	0 0	13 10
		Dustin Crump	0 0	13 9	1 1	14 10
		Martin Gonzalez	0 0	10 6	1 1	11 7
		Assigned to Individual Total	0 0	36 25	2 2	38 27
	Campus Networking	Tim King	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Enterprise Security	Bobette Phillips	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0

Transportation

			High	Low	Medium	MR Total
Transportation	Help Desk	Eileen Dubach	0 0	6 0	0 0	6 0
		James Stearns	0 0	6 0	0 0	6 0
		Julie VanBeekum	0 0	8 0	0 0	8 0
		Vicky Marrelli	0 0	11 2	0 0	11 2
		Assigned to Individual Total	0 0	34 2	0 0	34 2
	Metro B Desktop Support	Austin Farey	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Metro C Help Desk	Joel Wood	1 0	16 0	0 0	17 0
		Karen Gross	2 0	80 1	0 0	82 1
		Reed Stohel	0 0	1 0	0 0	1 0
		Assigned to Individual Total	3 0	97 1	0 0	100 1
	Metro C Hosting	Adam Sorensen	0 0	3 0	0 0	3 0
		Brian Winn	0 0	1 0	2 0	3 0
		Jason Wihongi	0 0	3 0	0 0	3 0

Transportation

			High	Low	Medium	MR Total
Transportation	Metro C Hosting	Rondal Fields	0 / 0	13 / 0	0 / 0	13 / 0
		Assigned to Individual Total	0 / 0	20 / 0	2 / 0	22 / 0
	Metro C West Desktop Support	Hal Wold	0 / 0	14 / 0	0 / 0	14 / 0
		Jeff Bench	0 / 0	32 / 2	0 / 0	32 / 2
		Mike Larsen	0 / 0	41 / 0	0 / 0	41 / 0
		Shane Squire	0 / 0	23 / 0	2 / 2	25 / 2
		Shellie Ramsay	0 / 0	11 / 0	0 / 0	11 / 0
		Assigned to Individual Total	0 / 0	121 / 2	2 / 2	123 / 4
	Rural Central Desktop Support	Jeremy Standifird	0 / 0	1 / 0	0 / 0	1 / 0
		Randy Graham	0 / 0	60 / 0	0 / 0	60 / 0
		Richard Packer	0 / 0	6 / 0	0 / 0	6 / 0
		Todd Hardy	0 / 0	8 / 2	1 / 0	9 / 2
		Assigned to Individual Total	0 / 0	75 / 2	1 / 0	76 / 2
	Rural North Desktop Support	Lori Hartzell	0 / 0	1 / 0	0 / 0	1 / 0

Transportation

			High	Low	Medium	MR Total
Transportation	Rural North Desktop Support	Robert Stock	0 0	14 0	0 0	14 0
		Assigned to Individual Total	0 0	15 0	0 0	15 0
	Rural South Desktop Support	Dan Anthony	0 0	2 0	0 0	2 0
		Doug Thornton	0 0	2 0	0 0	2 0
		Joel Finlinson	0 0	72 0	1 0	73 0
		Lance Nay	0 0	2 0	0 0	2 0
		Silas Aitchison	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	81 0	1 0	82 0
	Strategic Communications	Luis Larios	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Technical Lead/Project Manager	Danielle Hood	0 0	1 1	0 0	1 1
		Dustin Crump	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	4 2	0 0	4 2
		Assigned to Individual Total	0 0	6 4	0 0	6 4

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Transportation

			High	Low	Medium	MR Total
Transportation	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		James Gifford	0 0	1 0	0 0	1 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Assigned Group Total		3 0	498 40	9 4	510 44
Customer Company Total			3 0	498 40	9 4	510 44

Transportation

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Average time in hours | | | |
			High	Low	Medium	ATTR Total
Transportation	Application Server Support Team	Doug Law	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	1 0.29	0 0.00	1 0.29
	Application Services	Danielle Hood	0 0.00	13 25.11	0 0.00	13 25.11
		Dustin Crump	0 0.00	13 47.59	1 117.15	14 52.56
		Martin Gonzalez	0 0.00	10 31.09	1 14.89	11 29.61
		Assigned to Individual Total	0 0.00	36 34.89	2 66.02	38 36.53
	Campus Networking	Tim King	0 0.00	1 12.13	0 0.00	1 12.13
		Assigned to Individual Total	0 0.00	1 12.13	0 0.00	1 12.13
	Enterprise Security	Bobette Phillips	0 0.00	1 9.82	0 0.00	1 9.82
		Assigned to Individual Total	0 0.00	1 9.82	0 0.00	1 9.82

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Transportation

			High	Low	Medium	ATTR Total
Transportation	Help Desk	Brenda Treadway	0 0.00	3 0.00	0 0.00	3 0.00
		Eileen Dubach	0 0.00	6 0.24	0 0.00	6 0.24
		James Stearns	0 0.00	6 0.31	0 0.00	6 0.31
		Julie VanBeekum	0 0.00	8 0.02	0 0.00	8 0.02
		Vicky Marrelli	0 0.00	11 17.80	0 0.00	11 17.80
		Assigned to Individual Total	0 0.00	34 5.86	0 0.00	34 5.86
	Metro B Desktop Support	Austin Farey	0 0.00	2 16.98	0 0.00	2 16.98
		Assigned to Individual Total	0 0.00	2 16.98	0 0.00	2 16.98
	Metro C Help Desk	Joel Wood	1 0.00	16 0.00	0 0.00	17 0.00
		Karen Gross	2 0.00	80 0.16	0 0.00	82 0.15
		Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	3 0.00	97 0.13	0 0.00	100 0.13
	Metro C Hosting	Adam Sorensen	0 0.00	3 0.86	0 0.00	3 0.86
		Brian Winn	0 0.00	1 2.11	2 0.00	3 1.05

Transportation

			High	Low	Medium	ATTR Total
Transportation	Metro C Hosting	Jason Wihongi	0 0.00	3 0.58	0 0.00	3 0.58
		Rondal Fields	0 0.00	13 2.25	0 0.00	13 2.25
		Assigned to Individual Total	0 0.00	20 1.79	2 0.00	22 1.70
	Metro C West Desktop Support	Hal Wold	0 0.00	14 0.67	0 0.00	14 0.67
		Jeff Bench	0 0.00	32 2.47	0 0.00	32 2.47
		Mike Larsen	0 0.00	41 0.25	0 0.00	41 0.25
		Shane Squire	0 0.00	23 0.75	2 10.65	25 1.54
		Shellie Ramsay	0 0.00	11 0.63	0 0.00	11 0.63
		Assigned to Individual Total	0 0.00	121 1.01	2 10.65	123 1.17
	Rural Central Desktop Support	Jeremy Standifird	0 0.00	1 0.48	0 0.00	1 0.48
		Randy Graham	0 0.00	60 0.00	0 0.00	60 0.00
		Richard Packer	0 0.00	6 0.44	0 0.00	6 0.44
		Todd Hardy	0 0.00	8 4.05	1 0.71	9 3.68
		Assigned to Individual Total	0 0.00	75 0.47	1 0.71	76 0.48

Transportation

			High	Low	Medium	ATTR Total
Transportation	Rural North Desktop Support	Lori Hartzell	0 0.00	1 0.81	0 0.00	1 0.81
		Robert Stock	0 0.00	14 1.90	0 0.00	14 1.90
		Assigned to Individual Total	0 0.00	15 1.81	0 0.00	15 1.81
	Rural South Desktop Support	Dan Anthony	0 0.00	2 0.00	0 0.00	2 0.00
		Doug Thornton	0 0.00	2 0.91	0 0.00	2 0.91
		Joel Finlinson	0 0.00	72 0.00	1 0.00	73 0.00
		Lance Nay	0 0.00	2 0.00	0 0.00	2 0.00
		Silas Aitchison	0 0.00	3 0.25	0 0.00	3 0.25
		Assigned to Individual Total	0 0.00	81 0.03	1 0.00	82 0.03
	Strategic Communications	Luis Larios	0 0.00	2 5.08	0 0.00	2 5.08
		Assigned to Individual Total	0 0.00	2 5.08	0 0.00	2 5.08
	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 176.04	0 0.00	1 176.04
		Dustin Crump	0 0.00	1 63.34	0 0.00	1 63.34
		Martin Gonzalez	0 0.00	4 54.94	0 0.00	4 54.94

Enterprise Incident Report January 2013
As of 2/1/2013

Transportation

			High	Low	Medium	ATTR Total
Transportation	Technical Lead/Project Manager	Assigned to Individual Total	0 0.00	6 76.52	0 0.00	6 76.52
	Voice Operations	Gail Christiansen	0 0.00	1 0.31	0 0.00	1 0.31
		James Gifford	0 0.00	1 0.06	0 0.00	1 0.06
		Leon Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	3 0.33	0 0.00	3 0.33
		Assigned to Individual Total	0 0.00	6 0.23	0 0.00	6 0.23
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Assigned Group Total		3 0.00	498 4.49	9 19.26	510 4.70
Customer Company Total			3 0.00	498 4.49	9 19.26	510 4.70

Transportation

Detail

INC000000607780	Stephenie Johnson	Application	Error	Gmail		TIR Missed: Yes	9.82
	Enterprise Security	Bobette Phillips	Transportation	Low	Closed	TTR Missed: Yes	9.82
INC000000608331	Michelle Lewis	None	None	Gmail		TIR Missed: No	0.40
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes	51.91
INC000000608869	Jan Johnson	Application	None	Gmail		TIR Missed: No	0.11
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: Yes	103.41
INC000000610689	Cristina Cibrian	Application	None	Gmail		TIR Missed: Yes	16.49
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes	16.50
INC000000611088	Tim Walden	Application	Error	Gmail		TIR Missed: Yes	19.01
	Technical Lead/Project Manager	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	63.34
INC000000611643	Philip Ellsworth	Application	None	Gmail		TIR Missed: Yes	6.66
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: Yes	112.61
INC000000612710	Gaye Hettrick	None	None	None		TIR Missed: Yes	5.74
	Metro B Desktop Support	Austin Farey	Transportation	Low	Resolved	TTR Missed: Yes	8.11
INC000000615457	Scott Nussbaum	PC/Laptop	Error	None		TIR Missed: Yes	2.13
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	2.13
INC000000615749	Cindy Ingram	Application	None	Gmail		TIR Missed: Yes	1.02
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	1.06
INC000000617925	Stephenie Johnson	Application	None	Gmail		TIR Missed: Yes	144.01
	Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: Yes	144.22
INC000000618791	Paul Judd	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	176.04
INC000000618930	Kelli Bacon	Application	Error	Gmail		TIR Missed: No	0.60
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	69.32
INC000000619491	Scott Harris	Application	None	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	2.93
INC000000620618	Brett Slater	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	
INC000000623068	Brett Hillier	Application	None	Gmail		TIR Missed: Yes	70.65
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: Yes	75.74
INC000000623107	Joe Lee	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	

Transportation

INC000000623399	Tim Taylor	Application	Error	Gmail		TIR Missed: Yes	15.71
	Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: Yes	15.83
INC000000624045	Joanna Gunderson	Application	None	Gmail		TIR Missed: Yes	147.30
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	147.30
INC000000624853	W Scott Jones	Application	Error	Gmail		TIR Missed: Yes	143.29
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	143.29
INC000000624979	Tim Walden	Mobile Devices	Error	Droid		TIR Missed: Yes	1.42
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	141.22
INC000000625181	Jennifer Orton	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	14.15
INC000000625450	Wesley Brackenbury	None	None	None		TIR Missed: Yes	25.70
	Metro B Desktop Support	Austin Farey	Transportation	Low	Closed	TTR Missed: Yes	25.85
INC000000625816	Richard Sharp	Application	None	Gmail		TIR Missed: Yes	4.29
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	4.31
INC000000626352	John Gleason	Application	None	Gmail		TIR Missed: No	0.28
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	61.14
INC000000626681	Pamela Moyer	Application	None	Gmail		TIR Missed: Yes	27.15
	Application Services	Dustin Crump	Transportation	Medium	Closed	TTR Missed: Yes	117.15
INC000000627032	Rebecca Parker	Application	None	Gmail		TIR Missed: Yes	17.84
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: Yes	109.05
INC000000628727	Loren Jackson	None	None	None		TIR Missed: No	0.30
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	96.18
INC000000629032	Jacob Glover	Application	None	Gmail		TIR Missed: No	0.75
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	19.07
INC000000629912	Damaris Kjar	Application	Password	Utah Master Directory		TIR Missed: Yes	1.00
	Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	1.07
INC000000630290	Kris M Petersen	Application	Error	None		TIR Missed: No	0.81
	Rural North Desktop Support	Lori Hartzell	Transportation	Low	Closed	TTR Missed: No	0.81
INC000000630411	Alex Fisher	Application	None	Gmail		TIR Missed: Yes	65.54
	Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: Yes	65.55
INC000000630494	Doug Croft	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000630600	Susan Parker	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.05
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.39

Transportation

INC000000630692	Riley Lindsay	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000630695	Thomas Hales	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000630720	Shane Marshall	Mobile Devices	Error	iPhone		TIR Missed: No	0.41
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	43.82
INC000000630792	Norm Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000630795	Trina Griffith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000630855	Debra TP Brown	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000630863	Marshall Terry	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000630869	Glen Cole	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000630878	Jim Golden	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000631130	Travis Beckstead	Application	Password	Utah Master Directory		TIR Missed: No	0.15
	Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	0.15
INC000000631205	Marva Braun	Application	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000631279	Carlos Braceras	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000631280	Lynn Starley	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000631311	Randy D Smith	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000631318	Scott Nussbaum	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000631333	Randy D Smith	Application	None	Utah Master Directory		TIR Missed: Yes	46.21
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	46.21
INC000000631337	Kurt Keisel	Application	Password	Utah Master Directory		TIR Missed: No	0.37
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	3.70

Transportation

INC000000631371	Mike Hanni	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000631406	Shane Barr	Application	Error	None		TIR Missed:	No	0.07
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed:	No	2.51
INC000000631428	Kelly Barrett	PC/Laptop	Error	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.75
INC000000631552	Leona Dalley	Application	Error	Persystent Suite		TIR Missed:	No	0.09
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed:	No	0.79
INC000000631581	Brian Allen	Application	None	Utah Master Directory		TIR Missed:	No	0.00
	Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000631601	Jacob Adams	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000631643	Brian Jordan Allen	Application	Reporting	Gmail		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000631652	Thomas Hales	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000631715	Coby Glover	Application	Password	PGP		TIR Missed:	Yes	1.82
	Rural South Desktop Support	Doug Thornton	Transportation	Low	Closed	TTR Missed:	No	1.82
INC000000631743	Tawnya Lang	Application	Error	Internet Explorer		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000631756	Tracey Mulder	PC/Laptop	Virus	None		TIR Missed:	No	0.05
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed:	No	2.98
INC000000631764	Lenee Trujillo	Application	Password	Utah Master Directory		TIR Missed:	Yes	1.50
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed:	No	1.76
INC000000631774	Lenee Trujillo	Application	Password	Utah Master Directory		TIR Missed:	Yes	1.34
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed:	No	1.68
INC000000631788	Rosa Lee	Network	Error	Microsoft Windows 7		TIR Missed:	No	0.25
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed:	No	0.33
INC000000631844	Erick Shosted	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000631863	Tim Boschert	PC/Laptop	Hardware	None		TIR Missed:	No	0.46
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed:	No	0.77
INC000000631873	James Phillips	Application	None	Gmail		TIR Missed:	Yes	1.79
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed:	No	1.79

Transportation

INC000000631903	Cody Isaacson	Application	None	Gmail		TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000631927	Susan Parker	None	None	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Hal Wold	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000632088	James McDonald	Application	None	Gmail		TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed:	No	
INC000000632091	Andy Mortensen	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Rural South Desktop Support	Lance Nay	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000632105	Jeff H Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Rural South Desktop Support	Lance Nay	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000632226	Erick Shosted	PC/Laptop	None	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed:	No	2.08
INC000000632227	Erick Shosted	PC/Laptop	None	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed:	No	2.08
INC000000632267	Mike Brehm	Network	Password	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Richard Packer	Transportation		Low	Closed	TTR Missed:	No	0.22
INC000000632315	Steven Quinn	Application	None	Gmail		TIR Missed:	Yes	12.34
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed:	Yes	12.34
INC000000632381	Julie Sheppick	Network	None	None		TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000632433	Jeff Parish	Application	None	State Payroll Time Entry System		TIR Missed:	No	0.00
Help Desk	Eileen Dubach	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000632467	Doug Croft	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
Rural South Desktop Support	Silas Aitchison	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000632485	David McFarland	None	None	None		TIR Missed:	No	0.00
Voice Operations	Leon Owen	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000632539	Tammy Pugmire	Application	None	Microsoft Windows 7		TIR Missed:	No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation		Low	Closed	TTR Missed:	No	1.05
INC000000632558	Troy Richins	Application	Password	Gmail		TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000632652	Tracy Munson	Application	Password	Gmail		TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000632681	Les Seckletstewa	Application	Error	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Richard Packer	Transportation		Low	Closed	TTR Missed:	No	0.22

Transportation						

INC000000632694	Leslie M Peterson	PC/Laptop	Error	None	TIR Missed: No	0.48
Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	1.67
INC000000632719	Ranae Nielsen	PC/Laptop	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.17
INC000000632769	Lynn Bernhard	Application	None	Gmail	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000632776	Judy Romrell	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000632834	Wes Starkenburg	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Medium	Closed	TTR Missed: Yes	5.86
INC000000632851	Blake Price	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000632856	Steven Quinn	Network	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000632861	Tami Timothy	Application	None	Gmail	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000632869	Scott T Jensen	Application	None	None	TIR Missed: Yes	1.23
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.10
INC000000632881	Gary Lamoreaux	None	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000632884	Kevin Nichol	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000632909	Brian D Quarnberg	Application	None	Google Chrome	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000632915	Kelly Olson	Application	Error	Adobe Reader	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000632937	Becky Mackelprang	Application	Error	Gmail	TIR Missed: No	0.03
Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.07
INC000000632938	Joanna Gunderson	Application	None	Gmail	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000632939	Chet Johnson	Mobile Devices	Error	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000632960	Brad Cameron	Application	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000632967	Gaye Babcock	None	None	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000632970	Chris Graff	Application	Error	Gmail		TIR Missed:	No	0.02
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed:	No	0.05
INC000000633047	Tim Walden	Network	Password	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000633085	Daniel Betts	PC/Laptop	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	3.10
INC000000633089	Chet Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000633119	Ryan Anderson	Application	Error	electronic Project Management		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000633121	Cristina Cibrian	Application	None	Microsoft Windows 7		TIR Missed:	No	0.06
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed:	No	0.33
INC000000633165	Donna McNew	Application	None	electronic Project Management		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000633183	Randy D Smith	Application	None	Gmail		TIR Missed:	Yes	1.93
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Closed	TTR Missed:	No	1.93
INC000000633195	Megan Leonard	Application	None	Gmail		TIR Missed:	Yes	1.80
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Closed	TTR Missed:	No	1.80
INC000000633254	Shane C Williamson	Application	Password	Gmail		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000633272	Mark Taylor	Application	None	Symantec AntiVirus		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000633321	Wesley Erickson	Application	Password	Gmail		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000633390	Mary Ann Wayman	Application	None	Microsoft Windows 7		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000633396	Daniel Adams	Network	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000633454	Chad Cornia	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000633472	Nena Woodmansee	PC/Laptop	Error	Microsoft Windows 7		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00

Transportation

INC000000633476	Leslie M Peterson	None	None	Gmail		TIR Missed: No	0.45
Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: Yes	51.69
INC000000633545	Layne Slack	Application	Password	Employee Gateway		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000633552	Bryan Chamberlain	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	5.23
INC000000633554	Eric Chaston	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	5.24
INC000000633593	Kimberly O'Reilly	PC/Laptop	None	None		TIR Missed: No	0.09
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.74
INC000000633607	Tim Walden	Network	Password	IManager		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000633631	Doug Malone	Telecom	Dial Tone	Telephone		TIR Missed: No	0.16
Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.17
INC000000633643	Deana Mitchell	Application	Password	Utah Master Directory		TIR Missed: No	0.11
Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	1.58
INC000000633656	Leslie M Peterson	Application	None	Adobe Acrobat		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000633696	Todd Gibbs	Application	Error	Google Chrome		TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.83
INC000000633713	Wess Walls	Application	Password	Operations Management Syster	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000633747	Adam Anderson	Application	None	Gmail		TIR Missed: Yes	14.88
Application Services	Martin Gonzalez	Transportation	Medium	Closed	TTR Missed: Yes	14.89
INC000000633751	Judie McDermott	Network	Password	Active Directory		TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.95
INC000000633787	Tammy Pugmire	None	None	Gmail		TIR Missed: Yes	3.07
Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: Yes	40.43
INC000000633832	Debbie Hood	Application	Password	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000633862	Zane Wells	Network	Error	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000633921	Ryan Ellsworth	Telecom	Voice Mail	Telephone		TIR Missed: No	0.27
Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.59

Transportation

INC000000633983	George Leighton	Application	Error	PGP		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000633985	Eric Hansen	Application	Error	Microsoft Windows XP Professic		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000634007	Cindy Wright	Application	Password	Gmail		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000634164	James Houston	PC/Laptop	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: Yes		7.22
INC000000634186	Doug Bassett	Network	Incident	Active Directory		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000634279	Shane Barr	Application	None	Gmail		TIR Missed: No		0.06
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No		2.79
INC000000634312	Jared Jeffs	Network	Incident	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000634370	Tawnia Page	Application	None	Internet Explorer		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000634418	Justin Schellenberg	Application	Reporting	Active Directory		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000634425	Anthony Earley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No		2.19
INC000000634427	Judie McDermott	Application	Error	Microsoft Windows 7		TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No		2.19
INC000000634428	Anthony Earley	Application	Error	Google Chrome		TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No		2.64
INC000000634476	James McDonald	Application	None	Microsoft Windows XP Professic		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000634519	Jim Higbee	Application	None	Gmail		TIR Missed: Yes		2.42
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes		6.33
INC000000634595	Steven Niebergall	Application	None	Microsoft Office Professional 20		TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No		3.37
INC000000634597	Anne Ogden	Application	Error	Gmail		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000634599	Rod McDaniels	Application	Error	Gmail		TIR Missed: Yes		1.26
	Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: Yes		6.04

Transportation

Incident	Requester	Type	Category	Product	Priority	Status	TIR/TTR Missed	Time
INC000000634600	Steven Niebergall	Application	None	None			TIR Missed: Yes	3.28
	Rural North Desktop Support	Robert Stock	Transportation		Low	Resolved	TTR Missed: No	3.28
INC000000634601	Tim Walden	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000634634	Darren Vincent	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Transportation		Low	Closed	TTR Missed: No	0.48
INC000000634648	George Leighton	Application	None	None			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000634735	Bill Sube	Application	Password	PGP			TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000634747	Abdul Wakil	Application	None	Microsoft Windows 7			TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation		Low	Closed	TTR Missed: No	4.83
INC000000634772	Kaylena Pizzo	Application	Password	PGP			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000634774	Kaylena Pizzo	Application	Error	PGP			TIR Missed: No	0.14
	Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	2.11
INC000000634867	Richard Shelley	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	3.31
INC000000634879	Joni DeMille	Application	None	electronic Project Management			TIR Missed: No	0.03
	Metro C West Desktop Support	Hal Wold	Transportation		Low	Closed	TTR Missed: No	0.18
INC000000634916	Thad Cole	Network	Error	Utah Master Directory			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000634919	Roland Ivie	PC/Laptop	Error	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000634946	Brent Pehrson	PC/Laptop	Hardware	None			TIR Missed: No	0.59
	Rural Central Desktop Support	Todd Hardy	Transportation		Low	Closed	TTR Missed: No	5.62
INC000000634994	Laurie Howard	Application	Error	Gmail			TIR Missed: No	0.14
	Application Services	Dustin Crump	Transportation		Low	Closed	TTR Missed: No	0.18
INC000000634996	Lori Dabling	Application	None	Microsoft Windows 7			TIR Missed: No	0.11
	Metro C West Desktop Support	Hal Wold	Transportation		Low	Closed	TTR Missed: No	0.74
INC000000634997	Brad Palmer	Application	Error	Gmail			TIR Missed: No	0.16
	Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.20
INC000000635016	Lynda Seckletstewa	Application	Error	MicroStation			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00

Transportation

INC000000635053	Kerry Savage	Application	Error	electronic Project Management	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000635120	Oanh Le	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.43
INC000000635157	Pat McGann	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000635171	Rebecca Collins	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000635184	David Deng	Application	None	Adobe Acrobat	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000635317	Ted Madden	Application	Error	electronic Project Management	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000635436	Linda Toy Hull	Print/Copy/Scan/Fax	None	Microsoft Windows 7	TIR Missed: No	0.03
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.85
INC000000635447	Debbie Hood	Network	Password	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000635474	Eric Cheng	PC/Laptop	Hardware	None	TIR Missed: No	0.02
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.11
INC000000635498	Silvia Barbre	Application	Error	Gmail	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000635500	Kelly Hall	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000635504	Randall Taylor	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000635508	Brent Beach	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000635526	Tim Walden	Application	Error	Gmail	TIR Missed: No	0.40
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	0.43
INC000000635531	Henry Johnston	Application	None	ProjectWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000635546	Carrie Oneill	Application	None	electronic Project Management	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000635620	Ron Parks	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

Incident	Customer	Category1	Category2	System			TIR/TTR Missed		Hours
INC000000635638	James Olschewski	None	None	None			TIR Missed: No		0.05
	Metro C West Desktop Support	Shane Squire	Transportation	Low		Closed	TTR Missed: No		0.05
INC000000635747	Greg Searle	Application	Error	ZENworks for Desktops			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000635752	Shane Marshall	Network	Error	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000635753	Dottie Weese	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000635755	Thad Pinkerton	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000635759	Ronald Hall	Telecom	Voice Mail	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000635762	Darren Vincent	Application	Error	Operations Management Syster			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000635767	Lester John	Application	Error	Microsoft Office			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000635776	Mike Rymer	Application	Reporting	Microsoft Office			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000635777	Thad Pinkerton	Application	Reporting	Microsoft Office			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000635831	Kerry Ross	Application	Password	Utah Master Directory			TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000635855	Sanford Wright	None	None	None			TIR Missed: No		0.10
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low		Resolved	TTR Missed: No		0.23
INC000000635901	Adam Naisbitt	None	None	Gmail			TIR Missed: Yes		9.00
	Application Services	Danielle Hood	Transportation	Low		Resolved	TTR Missed: Yes		9.08
INC000000635906	Curt Flanigan	Application	Reporting	PGP			TIR Missed: No		0.76
	Rural South Desktop Support	Silas Aitchison	Transportation	Low		Closed	TTR Missed: No		0.76
INC000000635924	David Hopkins	Application	None	PGP			TIR Missed: No		0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000635955	Marjorie Rasmussen	Application	None	Gmail			TIR Missed: No		0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low		Closed	TTR Missed: No		0.12
INC000000635980	Ronald Hopkins	None	None	None			TIR Missed: No		0.10
	Metro C West Desktop Support	Hal Wold	Transportation	Low		Closed	TTR Missed: No		0.90

Transportation

INC000000636033	Nathan Nelson	Application	Reporting	Gmail			TIR Missed:	Yes	1.56
Help Desk	James Stearns	Transportation		Low	Closed		TTR Missed:	No	1.64
INC000000636043	Randy Obray	Application	Password	ProjectWise			TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed:	No	0.00
INC000000636088	Leonard Heaps	Application	Password	PGP			TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed:	No	0.00
INC000000636103	Alan Harvey	Application	Password	Gmail			TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed:	No	0.00
INC000000636125	Regis Chen	Application	None	Gmail			TIR Missed:	No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation		Low	Closed		TTR Missed:	No	0.00
INC000000636140	Arty Johnson	Application	Reporting	Gmail			TIR Missed:	No	0.72
Application Services	Danielle Hood	Transportation		Low	Closed		TTR Missed:	No	0.80
INC000000636155	Brad Palmer	Application	Reporting	Gmail			TIR Missed:	No	0.29
Application Server Support Team	Doug Law	Transportation		Low	Closed		TTR Missed:	No	0.29
INC000000636160	Chet Johnson	PC/Laptop	Hardware	None			TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed:	No	0.00
INC000000636165	Lucinda Blais	None	None	None			TIR Missed:	No	0.07
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed		TTR Missed:	No	0.07
INC000000636194	Kathryn Larsen	None	None	None			TIR Missed:	No	0.05
Metro C West Desktop Support	Shane Squire	Transportation		Low	Closed		TTR Missed:	No	1.01
INC000000636213	Dottie Weese	Application	Reporting	Gmail			TIR Missed:	No	0.00
Help Desk	James Stearns	Transportation		Low	Closed		TTR Missed:	No	0.00
INC000000636263	Karyl Keanaiana	Network	Error	None			TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed:	No	0.00
INC000000636270	Rebecca Parker	Application	Password	Gmail			TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Transportation		Low	Closed		TTR Missed:	No	0.00
INC000000636318	Brent Hadfield	Network	Password	IManager			TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed:	No	0.00
INC000000636557	Chris Cowan	None	None	None			TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed		TTR Missed:	No	0.00
INC000000636558	Jeff Reynolds	None	None	None			TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed		TTR Missed:	No	0.00
INC000000636559	Jeff Reynolds	None	None	None			TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed		TTR Missed:	No	0.00

Transportation								

INC000000636561	David Stallworth	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000636562	David Stallworth	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000636563	Jack Mason	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000636564	Lisa Zundel	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000636565	Marc Sutton	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000636567	Randy D Smith	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000636571	Liam Fitzgerald	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000636574	Bill Sube	Application	Reporting	PGP		TIR Missed:	No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000636577	Bryan Chamberlain	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000636599	Susan Steed	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed:	No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Transportation	Medium	Resolved	TTR Missed:	No	0.00
INC000000636613	Ahmad Jaber	Application	None	Gmail		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000636617	Joshua Sletten	Network	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed:	No	0.35
INC000000636677	Dirk Parker	Application	Error	None		TIR Missed:	No	0.04
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed:	No	0.04
INC000000636687	Sam Grimshaw	Application	Error	Project Development Business !		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000636744	Barbara Adams	None	None	None		TIR Missed:	Yes	2.11
	Metro C Hosting	Brian Winn	Transportation	Low	Closed	TTR Missed:	No	2.11
INC000000636769	Austin Tripp	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000636783	Pat Lowe	Application	Reporting	Gmail		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00

Transportation

INC000000636851	Michelle Lindgren	None	None	None		TIR Missed: Yes	7.94
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	8.04
INC000000636871	Nate Peterson	Application	Error	Gmail		TIR Missed: No	0.13
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	0.21
INC000000637030	Susan Parker	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637034	Diane Josie	Application	None	ProjectWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	High	Closed	TTR Missed: No	0.00
INC000000637038	Brandi Trujillo	Application	None	Gmail		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Medium	Closed	TTR Missed: Yes	15.43
INC000000637151	Shawn Davis	EIS Hardware	Printer	None		TIR Missed: Yes	1.29
	Strategic Communications	Luis Larios	Transportation	Low	Closed	TTR Missed: No	5.55
INC000000637161	Wayne Cummings	Application	Password	Project Development Business	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637163	Darren Vincent	PC/Laptop	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637167	Ray Graham	Network	Performance	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637170	Shawn H Davis	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637268	Wesley Brackenbury	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637269	Barbara Adams	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637275	Liyan Ren	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.15
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	0.15
INC000000637373	Jerry Timmins	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637436	Greg Merrill	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.47
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: Yes	6.24
INC000000637460	Susan Parker	Application	None	Gmail		TIR Missed: Yes	7.73
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	7.77
INC000000637514	Sherry Brown	Application	Password	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000637582	Cindy Ingram	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637583	Glenn Tarrant	Application	None	Microsoft Windows 7	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637684	Tracie Montano	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637690	Joni DeMille	PC/Laptop	Performance	None	TIR Missed:	No	0.09
Metro C West Desktop Support		Hal Wold	Transportation	Low	Closed	TTR Missed: No	0.09
INC000000637694	Teresa Johnson	Application	None	ProjectWise	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637707	James Phillips	Wireless Connectivity	None	None	TIR Missed:	Yes	6.36
Campus Networking		Tim King	Transportation	Low	Closed	TTR Missed: Yes	12.13
INC000000637725	Russell Pogue	Application	Error	ProjectWise	TIR Missed:	No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637745	Eric Chaston	None	None	None	TIR Missed:	No	0.13
Application Services		Danielle Hood	Transportation	Low	Closed	TTR Missed: No	0.13
INC000000637869	Wayne Grzymkowski	Telecom	None	None	TIR Missed:	No	0.31
Voice Operations		Gail Christiansen	Transportation	Low	Resolved	TTR Missed: No	0.31
INC000000637907	PK Mohanty	Network	Error	None	TIR Missed:	No	0.00
Rural Central Desktop Support		Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637910	Darren Vincent	Network	Incident	None	TIR Missed:	No	0.00
Rural Central Desktop Support		Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637933	Chad Hansen	Application	Reporting	Operations Management Syster	TIR Missed:	No	0.00
Rural Central Desktop Support		Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637936	Buc Murdoch	Application	Reporting	Gmail	TIR Missed:	No	0.00
Rural Central Desktop Support		Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000637962	Tami Timothy	Application	Error	None	TIR Missed:	No	0.00
Help Desk		Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	1.79
INC000000637984	Mary Ann Wayman	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support		Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000638089	Riley Lindsay	Application	Error	None	TIR Missed:	No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000638090	Jami Gentry	Application	Error	IManager	TIR Missed:	No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000638091	Jared Dastrup	Network	Password	Active Directory		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638282	Ronald Hopkins	Application	None	Google Chrome		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638295	Karyl Keanaaina	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638312	Brian D Quarnberg	Application	Error	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638337	Kerry Kendall	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638348	Neil Sharp	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638381	Deborah Pilling	None	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Medium	Closed	TTR Missed: No	0.00
INC000000638387	Daniel Allred	Application	Error	Project Development Business {	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638389	Bonnie Bernardo	PC/Laptop	Hardware	None		TIR Missed: No	0.18
Metro C West Desktop Support	Hal Wold	Transportation		Low	Closed	TTR Missed: No	1.44
INC000000638432	Dan Hinckley	None	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638481	Riley Lindsay	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638510	Daniel Allred	None	None	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638537	Derek Donivan	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638540	Larry Taylor	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638542	Wayne Jackson	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638543	Wayne Jackson	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000638550	Chris Cowan	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00

Transportation							

Incident	Customer	Category	Type	Item	TIR Missed		Value
INC000000638559	Craig Keith	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000638561	Michael Adams	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000638562	Lucinda Blais	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000638570	Wayne Jackson	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000638689	Vickie VanDeMerwe	EIS Hardware	None	None	TIR Missed: No		0.30
	Strategic Communications	Luis Larios	Transportation	Low	Resolved	TTR Missed: No	4.60
INC000000638771	Brent Schvaneveldt	Application	Error	electronic Project Management	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000638775	Lynn Worwood	Application	Error	Gmail	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000638781	Kimberly Krein	Application	Reporting	Gmail	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000638796	Steve Johnson	Application	Error	Operations Management System	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000638804	Shane Marshall	Network	Incident	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000638870	Amanda Holm	PC/Laptop	None	Microsoft Windows 7	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	1.59
INC000000638936	Philip Ellsworth	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000639009	Wayne Jager	Application	None	ZENworks for Desktops	TIR Missed: No		0.91
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	5.35
INC000000639026	Jason Henrie	Application	None	Adobe Connect	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000639081	Lief Condie	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No		0.00
	Rural South Desktop Support	Silas Aitchison	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000639089	Tim Walden	Network	Password	IManager	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000639091	Shana Young	Application	Error	None	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation						

					TIR Missed:	
INC000000639098	Kerry Savage	Application	Error	Gmail	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639211	Roxane Van Allen	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639233	Clint Chaston	None	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Thornton	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639448	Paul Harper	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639496	Cameron Kergaye	Application	None	Gmail	TIR Missed: Yes	1.96
Application Services	Danielle Hood	Transportation		Low	Resolved	TTR Missed: Yes	8.69
INC000000639516	Bo Guo	Application	Error	Gmail	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639526	Dirk Parker	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro C Hosting	Brian Winn	Transportation		Medium	Closed	TTR Missed: No	0.00
INC000000639526	Dirk Parker	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro C Hosting	Brian Winn	Transportation		Medium	Closed	TTR Missed: No	0.00
INC000000639577	Kelly Garner	Application	None	Gmail	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639640	Lisa Napier	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Resolved	TTR Missed: No	4.08
INC000000639641	Neil Dawson	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Resolved	TTR Missed: No	4.09
INC000000639643	Chip Hill	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639663	Alan L Nielsen	Application	None	Google Chrome	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639679	Rod McDaniels	PC/Laptop	Hardware	None	TIR Missed: No	0.39
Metro C West Desktop Support	Hal Wold	Transportation		Low	Resolved	TTR Missed: No	2.19
INC000000639754	George Lukes	Mobile Devices	Error	Gmail	TIR Missed: Yes	6.79
Application Services	Dustin Crump	Transportation		Low	Resolved	TTR Missed: Yes	6.86
INC000000639777	Alana Spendlove	Application	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation		Low	Resolved	TTR Missed: No	1.59
INC000000639811	Chris Jensen	Application	Error	Gmail	TIR Missed: Yes	5.24
Application Services	Martin Gonzalez	Transportation		Low	Resolved	TTR Missed: No	5.24

Transportation

INC000000639842	Pam Higgins	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639848	Nathan Merrill	None	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639865	Francine Randolph	Application	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Dan Anthony	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639873	Kevin Marshall	Application	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Dan Anthony	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639902	Francine Randolph	Network	Error	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639917	Michael A Adams	Application	None	Google Chrome		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639918	Mike Seng	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639936	Russell Bradshaw	PC/Laptop	Error	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639957	Marva Braun	Application	None	Acrobat Reader		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639967	Debbie Hood	Application	Error	Oracle 8 Enterprise Edition		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000639994	David Hopkins	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Hosting	Rondal Fields	Transportation		Low	Resolved	TTR Missed: No	1.19
INC000000640044	Troy Torgersen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000640049	Tracy Munson	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000640062	Todd Walker	Application	Password	Utah Master Directory		TIR Missed: No	0.09
Help Desk	James Stearns	Transportation		Low	Resolved	TTR Missed: No	0.09
INC000000640082	Alana Spendlove	Application	None	Gmail		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000640192	Kristopher Kelsey	PC/Laptop	Error	None		TIR Missed: No	0.71
Rural Central Desktop Support	Todd Hardy	Transportation		Medium	Resolved	TTR Missed: No	0.71
INC000000640289	Coby Glover	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00

Transportation

Incident	User	Category	Type	Item	TIR Missed		Value
INC000000640382	Gaye Hettrick	Network	None	None	TIR Missed:	Yes	1.72
	Metro C Hosting	Rondal Fields	Transportation	Low	Resolved	TTR Missed: No	1.72
INC000000640418	Kerry Glover	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000640432	Tim Walden	Application	Error	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000640434	Wes Starkenburg	Application	None	Microsoft Word	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000640500	David Alger	Print/Copy/Scan/Fax	None	None	TIR Missed:	Yes	1.39
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	1.48
INC000000640536	John Montoya	Application	None	ProjectWise	TIR Missed:	No	0.40
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	1.34
INC000000640660	Arty Johnson	Application	Error	Project Development Business S	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000640701	Deborah Pilling	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000640709	Ron Forkel	Application	Password	Utah Master Directory	TIR Missed:	No	0.14
	Help Desk	James Stearns	Transportation	Low	Resolved	TTR Missed: No	0.14
INC000000640796	Gaye Babcock	Application	Reporting	Gmail	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.52
INC000000640800	Wes Starkenburg	Application	None	Google Chrome	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000640865	Patti Barton	Network	Error	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000640868	Kelli Bacon	Network	Error	None	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000640869	Jeff Casper	Network	Error	None	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000640886	Lori Dabling	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000640915	Dirk Parker	Application	None	Internet Explorer	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000640927	Tim Worwood	PC/Laptop	Hardware	None	TIR Missed:	No	0.44
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	2.40

Transportation

INC000000640958	Pam Salazar	PC/Laptop	Hardware	None		TIR Missed: No	0.08
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved		TTR Missed: No	5.14
INC000000641037	Jared Jeffs	Application	Error	Project Development Business		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000641077	Roy Ulibarri	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000641123	Dottie Weese	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000641126	Bin Shi	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000641182	Michelle Lindgren	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved		TTR Missed: No	3.22
INC000000641183	Travis Bair	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved		TTR Missed: No	5.69
INC000000641290	David Schwartz	Application	None	Gmail		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000641315	Tawnia Page	Print/Copy/Scan/Fax	None	Microsoft Windows 7		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000641325	Jeff Erdman	Print/Copy/Scan/Fax	Error Code	Microsoft Windows 7		TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved		TTR Missed: No	
INC000000641561	Leann Abegglen	PC/Laptop	Error	None		TIR Missed: No	0.03
Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved		TTR Missed: No	1.43
INC000000641671	Ray Cook	PC/Laptop	None	Microsoft Windows 7		TIR Missed: No	0.06
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved		TTR Missed: No	0.15
INC000000641837	Lester John	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000641856	Nena Woodmansee	Application	Error	Gmail		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000641918	Bill Boyer	Telecom	Dial Tone	Telephone		TIR Missed: No	0.06
Voice Operations	James Gifford	Transportation	Low	Resolved		TTR Missed: No	0.06
INC000000641961	Arty Johnson	Network	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000641965	Kory Iman	Application	Error	Adobe Creative Suite		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved		TTR Missed: No	0.00

Transportation							

INC000000641971	Ronald Hawkins	Application	Error	Operations Management Syster	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000641973	Arty Johnson	Application	Error	Project Development Business !	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000642121	Robert Pelly	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Shane Squire	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000642201	Larry Ivie	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000642294	Michael A Adams	PC/Laptop	Performance	Microsoft Windows XP Professi(	TIR Missed:	No	0.31
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Resolved	TTR Missed: No	0.50
INC000000642349	David Hopkins	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.30
Metro C Hosting	Rondal Fields	Transportation		Low	Resolved	TTR Missed: No	0.30
INC000000642358	Deni Archuleta	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.46
Metro C Hosting	Rondal Fields	Transportation		Low	Resolved	TTR Missed: No	1.56
INC000000642396	Robert Pinedo	PC/Laptop	None	Motor Carrier System	TIR Missed:	No	0.04
Rural Central Desktop Support	Todd Hardy	Transportation		Low	Resolved	TTR Missed: Yes	6.46
INC000000642404	Jennifer Elsken	Network	None	None	TIR Missed:	No	0.19
Metro C Hosting	Rondal Fields	Transportation		Low	Resolved	TTR Missed: No	0.19
INC000000642439	Justin Jar	Application	None	Java Media Framework	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000642456	Alex Fisher	Network	None	Active Directory	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000642493	Mike Ellis	Network	None	Active Directory	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000642509	Mike Ellis	Network	None	None	TIR Missed:	No	0.56
Metro C Hosting	Rondal Fields	Transportation		Low	Resolved	TTR Missed: No	1.25
INC000000642533	Aubrey Hauser	Network	None	Active Directory	TIR Missed:	No	0.88
Metro C Hosting	Rondal Fields	Transportation		Low	Resolved	TTR Missed: No	0.88
INC000000642542	W Scott Jones	Application	None	PGP	TIR Missed:	No	0.06
Metro C West Desktop Support	Shane Squire	Transportation		Low	Resolved	TTR Missed: No	2.42
INC000000642559	Kelli Bacon	Network	None	Active Directory	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000642565	Joni DeMille	Projector/Overhead	None	None	TIR Missed:	No	0.04
Metro C West Desktop Support	Shane Squire	Transportation		Low	Resolved	TTR Missed: No	0.04

Transportation

INC000000642567	Julie Anderson	Network	None	None		TIR Missed: No	0.47
Metro C Hosting	Rondal Fields	Transportation	Low	Resolved		TTR Missed: No	0.47
INC000000642569	Jill Baxter	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000642638	Richard Hibbard	Network	None	None		TIR Missed: No	0.88
Metro C Hosting	Rondal Fields	Transportation	Low	Resolved		TTR Missed: No	5.35
INC000000642690	Cheryll Benner	Application	None	Google Chrome		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000642715	Steven Bagley	Application	None	Symantec AntiVirus		TIR Missed: No	0.26
Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved		TTR Missed: No	0.26
INC000000642732	Ryan Ferrin	Application	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved		TTR Missed: No	1.32
INC000000642734	Barbara Adams	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved		TTR Missed: No	1.29
INC000000642777	Ivan Hartle	PC/Laptop	None	None		TIR Missed: No	0.14
Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved		TTR Missed: No	0.14
INC000000642794	Kayde Roberts	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000642798	Anne Ogden	Application	Error	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000642818	Bryan Chamberlain	None	None	None		TIR Missed: No	0.00
Application Services	Danielle Hood	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000642912	Josh Welch	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved		TTR Missed: Yes	6.41
INC000000642914	Bill Boyer	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000642915	Duane Davis	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000642921	Amber Routson	Network	Error	Active Directory		TIR Missed: No	0.00
Metro C Hosting	Adam Sorensen	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000642929	Ritchie Taylor	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved		TTR Missed: No	0.00
INC000000642934	Vicki Hanshew	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved		TTR Missed: No	0.00

Transportation

INC000000642940	Araxy Black	Network	None	Active Directory		TIR Missed: No	0.43
Metro C Hosting	Jason Wihongi	Transportation		Low	Resolved	TTR Missed: No	0.43
INC000000642948	Gregg Evans	Network	Error	Active Directory		TIR Missed: No	0.59
Metro C West Desktop Support	Shellie Ramsay	Transportation		Low	Resolved	TTR Missed: No	1.30
INC000000642950	Penni Taylor	Network	Error	Active Directory		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000642963	Jim Holfeltz	Network	Error	Active Directory		TIR Missed: No	0.28
Metro C Hosting	Jason Wihongi	Transportation		Low	Resolved	TTR Missed: No	0.28
INC000000642967	David Stevens	Network	Error	Active Directory		TIR Missed: No	0.37
Metro C West Desktop Support	Shellie Ramsay	Transportation		Low	Resolved	TTR Missed: No	1.27
INC000000642976	Linda Barrow	Network	Error	Active Directory		TIR Missed: No	0.30
Metro C West Desktop Support	Shellie Ramsay	Transportation		Low	Resolved	TTR Missed: No	1.24
INC000000643023	Kim Manwill	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000643028	Todd Abbott	Network	Error	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000643108	Ranae Nielsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000643110	David R Gill	Network	Incident	Active Directory		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000643124	Stuart Ovard	Application	Password	Utah Master Directory		TIR Missed: No	0.22
Help Desk	Eileen Dubach	Transportation		Low	Resolved	TTR Missed: No	0.22
INC000000643156	Marco Palacios	Application	Error	electronic Project Management		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000643168	Julie Lewis	Network	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		High	Resolved	TTR Missed: No	0.00
INC000000643197	Kathryn Larsen	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000643204	Gaye Hettrick	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000643220	Josh Glazier	Network	Password	Utah Master Directory		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000643223	Craig Hamilton	Network	Password	Utah Master Directory		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000643230	Neil Lundell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643234	Jim Holfeltz	Network	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643275	Gary Nelson	Network	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643282	Mandy Bills	Network	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643283	Lynda Seckletstewa	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643296	Les Seckletstewa	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643353	Ryan Ferrin	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.51
INC000000643370	Kathryn Warren	Application	None	Gmail		TIR Missed: Yes	1.52
	Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: Yes	18.79
INC000000643374	David Hopkins	Network	None	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643402	Connie J Collins	Network	None	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643416	John Guymon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643445	Cj Broadhead	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643458	Susan Parker	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643459	Trina Griffith	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643487	Bill Boyer	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643491	Ron Forkel	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643497	Lisa Zundel	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000643558	Julie Lewis	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Joel Wood	Transportation	High	Resolved	TTR Missed: No	0.00
INC000000643589	Dave Babcock	Application	Error	Microsoft Office 2003 Profession	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643638	Miles Evans	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643640	Paul Garske	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643646	Ryan Ellsworth	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643647	Stu Wright	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643661	George Priskos	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643758	Cheri Guertler	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643789	Jeff Casper	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643791	Cheri Guertler	Application	None	Microsoft Excel	TIR Missed: No	0.00
Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643854	David Hopkins	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643865	Debbie Hood	Application	Password	ProjectWise	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643878	Rickie Bradshaw	Network	Error	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000643954	Jackie Nosack	Application	None	Java Platform SE	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644006	Carl Carrington	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644009	Terry Johnson	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644025	Jessee Hill	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation						

INC000000644052	Gilbert Arredondo	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644080	Brandon Weston	PC/Laptop	Hardware	None	TIR Missed: No	0.04
Metro C West Desktop Support	Hal Wold	Transportation	Low	Resolved	TTR Missed: No	0.59
INC000000644082	Mike Ellis	Network	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644184	Clayton Weaver	Network	Incident	Active Directory	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644210	Russell Pogue	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644230	William Butterfield	Application	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644240	Steve Bonner	Application	Error	Gmail	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644259	Teresa Johnson	Application	None	Java Platform SE	TIR Missed: No	0.04
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.49
INC000000644271	Joshua Morris	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644321	John Higgins	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644326	Kim Manwill	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644342	Tim Walden	None	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644384	Kelli Bacon	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644400	Roy Ulibarri	Network	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644419	Mark O Parry	Network	Error	Active Directory	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644431	Roy Ulibarri	None	None	Active Directory	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000644475	Mark O Parry	Network	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

Incident	Requester	Category	Sub-category	Product	TIR Missed	TTR Missed	Hours
INC000000644481	Mark O Parry	Network	None	None	TIR Missed: No		0.59
Metro C Hosting	Rondal Fields	Transportation	Low	Resolved	TTR Missed: No		5.07
INC000000644537	Brenda Hennefer	Application	Error	None	TIR Missed: No		0.00
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved	TTR Missed: No		3.83
INC000000644542	Tom Greer	Application	Error	None	TIR Missed: No		0.00
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved	TTR Missed: No		3.96
INC000000644555	Shirleen Hancock	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.00
Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644587	Clark Allen	Network	None	None	TIR Missed: No		0.00
Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644621	Christina Davis	Network	None	None	TIR Missed: No		0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No		
INC000000644623	Linda McStotts	Network	None	None	TIR Missed: No		0.00
Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644632	Henry Johnston	Network	None	None	TIR Missed: No		0.86
Metro C Hosting	Adam Sorensen	Transportation	Low	Resolved	TTR Missed: No		1.73
INC000000644638	Dave Babcock	Application	Error	Gmail	TIR Missed: No		0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644645	Pamela Stanton	Network	Error	None	TIR Missed: No		0.72
Metro C Hosting	Rondal Fields	Transportation	Low	Resolved	TTR Missed: No		4.07
INC000000644651	Barbara Adams	Network	None	None	TIR Missed: No		0.70
Metro C Hosting	Adam Sorensen	Transportation	Low	Resolved	TTR Missed: No		0.85
INC000000644684	Jeremy Bown	Server	None	None	TIR Missed: No		0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No		3.86
INC000000644697	Janet Steadman	Network	Error	None	TIR Missed: No		0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644708	Fred Doehring	PC/Laptop	None	Internet Explorer	TIR Missed: No		0.00
Metro C Help Desk	Joel Wood	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644712	Mike Ellis	Network	None	None	TIR Missed: Yes		1.23
Metro C Hosting	Rondal Fields	Transportation	Low	Resolved	TTR Missed: No		2.95
INC000000644745	Kathi Wilcox	PC/Laptop	Virus	Microsoft Windows 7	TIR Missed: No		0.11
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No		1.49
INC000000644763	Mumtaz Mullahkhel	Network	None	None	TIR Missed: No		0.25
Metro C Hosting	Rondal Fields	Transportation	Low	Resolved	TTR Missed: No		4.31

Transportation

INC000000644828	Khaisy Vonarath	Network	None	None		TIR Missed: No		0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644833	Jon Bischoff	Network	None	None		TIR Missed: No		0.00
Metro C Help Desk		Joel Wood	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644846	Shirleen Hancock	Application	None	Microsoft Windows 7		TIR Missed: No		0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644850	Mindi Lake	Network	None	None		TIR Missed: No		0.85
Metro C Hosting		Jason Wihongi	Transportation	Low	Resolved	TTR Missed: No		1.03
INC000000644851	John Butterfield	Application	None	Microsoft Windows XP Professio	TIR Missed: No		0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644891	Mark Whittaker	None	None	None		TIR Missed: No		0.48
Application Services		Dustin Crump	Transportation	Low	Resolved	TTR Missed: No		2.47
INC000000644905	Scott T Jensen	PC/Laptop	None	None		TIR Missed: No		0.00
Metro C West Desktop Support		Jeff Bench	Transportation	Low	Resolved	TTR Missed: No		2.04
INC000000644939	Jackie Nosack	Application	None	Internet Explorer		TIR Missed: No		0.00
Metro C Help Desk		Joel Wood	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644944	Lynn Bernhard	Network	Error	None		TIR Missed: No		0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644945	Donna McNew	Application	None	Microsoft Windows 7		TIR Missed: No		0.03
Metro C West Desktop Support		Hal Wold	Transportation	Low	Resolved	TTR Missed: No		0.03
INC000000644970	Dave Babcock	Application	Error	None		TIR Missed: No		0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000644982	Grant Jackson	Application	Error	Gmail		TIR Missed: No		0.00
Rural Central Desktop Support		Randy Graham	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000645002	Jack Lyman	Application	Error	ProjectWise		TIR Missed: No		0.00
Rural Central Desktop Support		Randy Graham	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000645005	Jared Jeffs	Application	Reporting	Gmail		TIR Missed: No		0.00
Rural Central Desktop Support		Randy Graham	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000645010	Greg Searle	Application	Reporting	Gmail		TIR Missed: No		0.00
Rural Central Desktop Support		Randy Graham	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000645011	Tyler K Page	None	None	None		TIR Missed: No		0.00
Metro C West Desktop Support		Mike Larsen	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000645013	Justin Schellenberg	Application	Reporting	ProjectWise		TIR Missed: No		0.00
Rural Central Desktop Support		Randy Graham	Transportation	Low	Resolved	TTR Missed: No		0.00

Transportation

INC000000645016	Brent Schvaneveldt	Application	Reporting	Gmail		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00